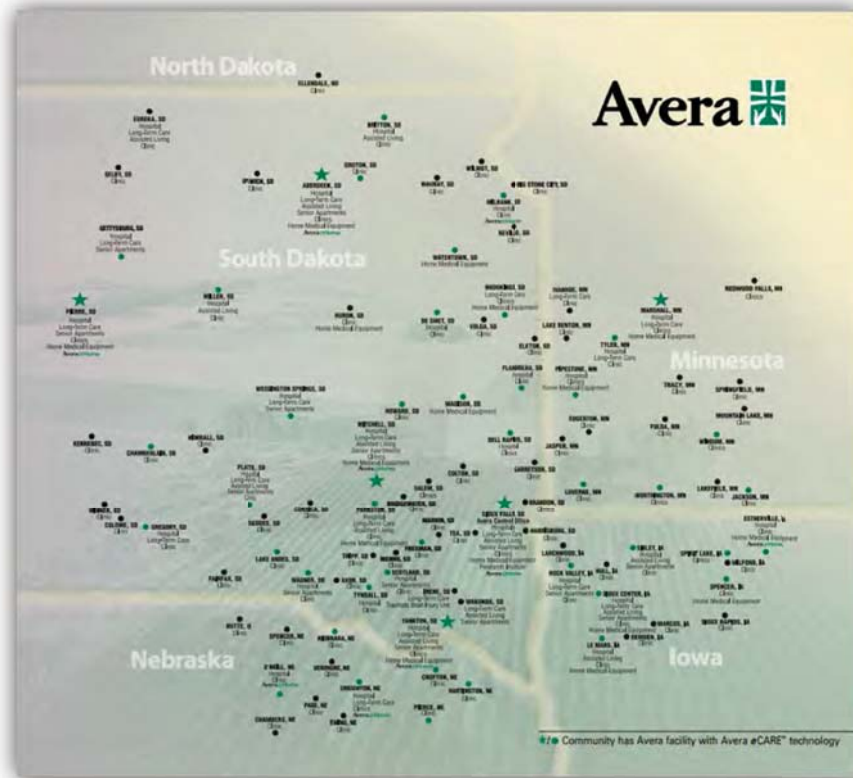# Avera eCARE™

Your Virtual Health Partner

Our Mission

Avera's roots stretch back to the frontier of medicine of the Benedictine and Presentation Sisters; who began providing health care in Dakota Territory in 1897. Avera is still sponsored by these same Sisters today, which helps lead to our mission:

> *Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian Values.*

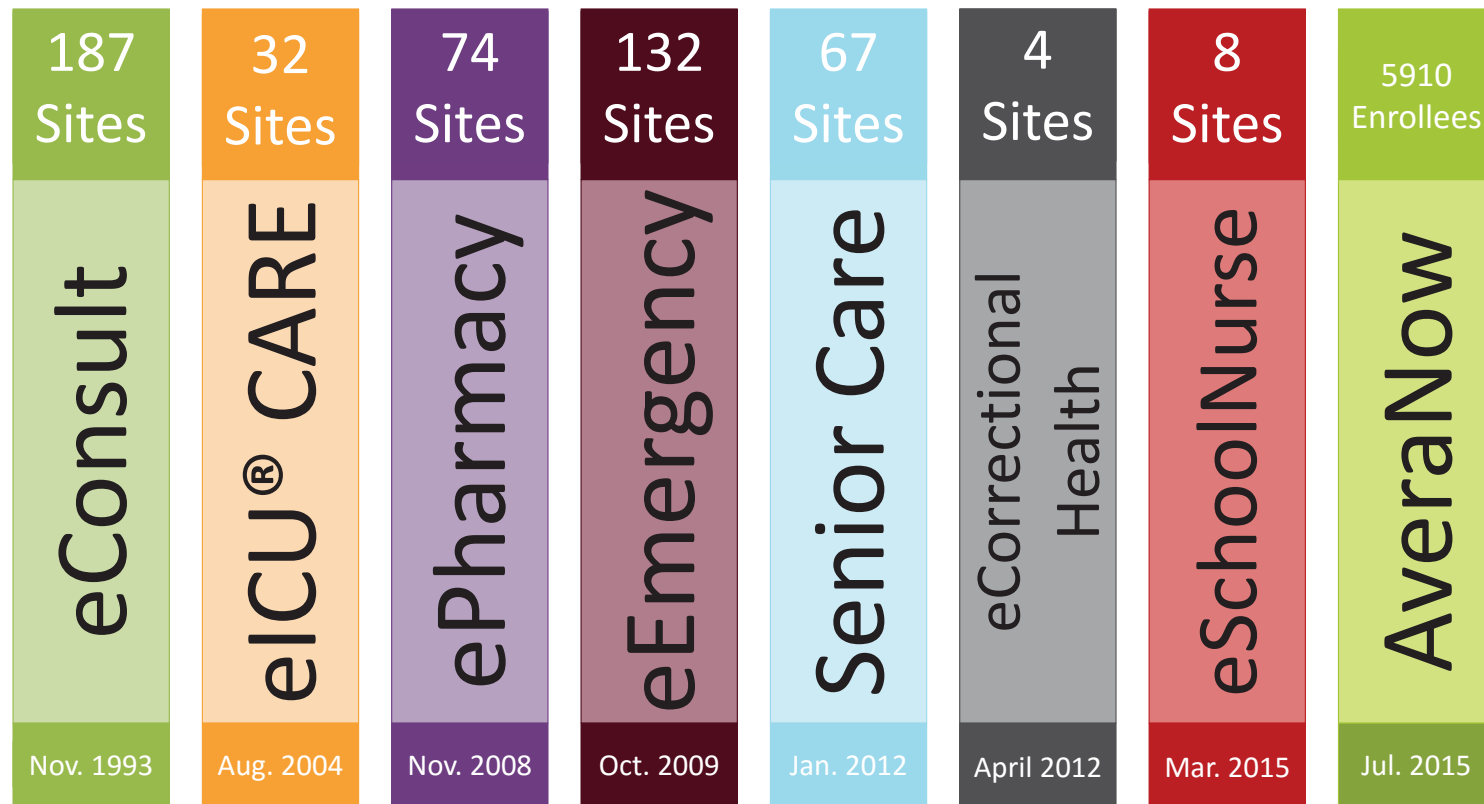# Avera Health System

31
Hospitals

21
Nursing Homes

2,000,000
Outpatient &
Clinic Visits

110,000
Home Health Visits

1,000,000
People Covered

$3.5 Billion
In Revenue

Avera eCARE Services

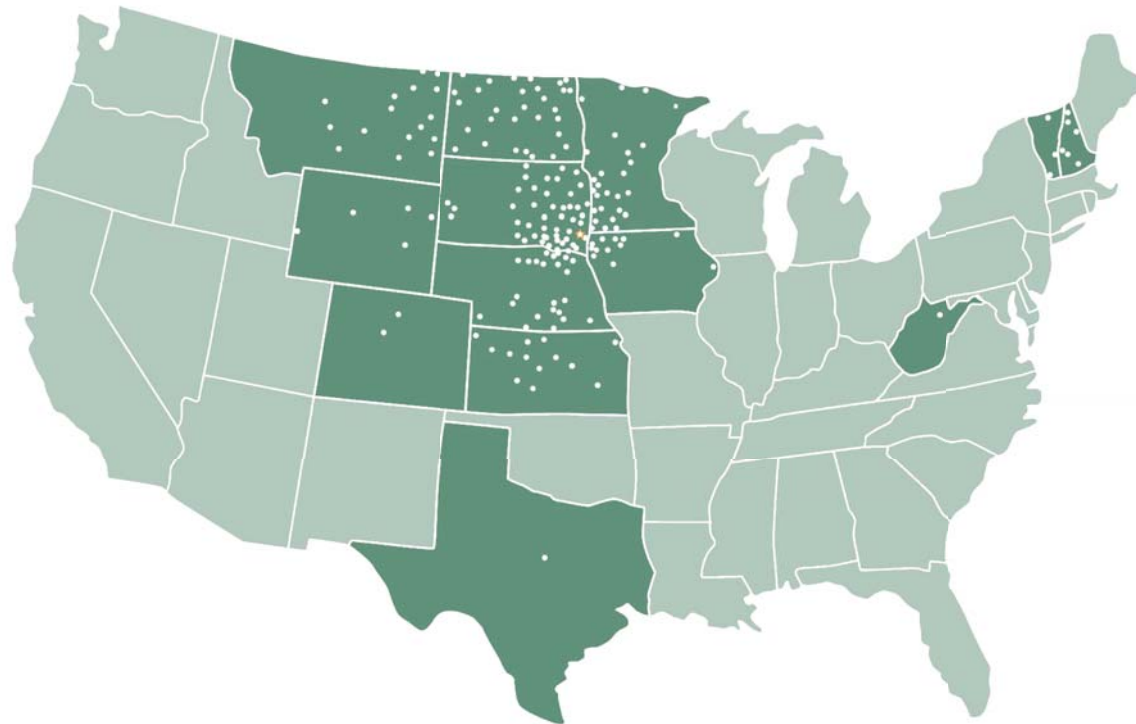| 187 Sites	32 Sites	74 Sites	132 Sites	67 Sites	4 Sites	8 Sites	5910 Enrollees
eConsult	eICU® CARE	ePharmacy	eEmergency	Senior Care	eCorrectional Health	eSchoolNurse	AveraNow
Nov. 1993	Aug. 2004	Nov. 2008	Oct. 2009	Jan. 2012	April 2012	Mar. 2015	Jul. 2015

Our Sites

330+ Sites

13 States

13% of all Critical Access Hospitals in the nation (170/1332)
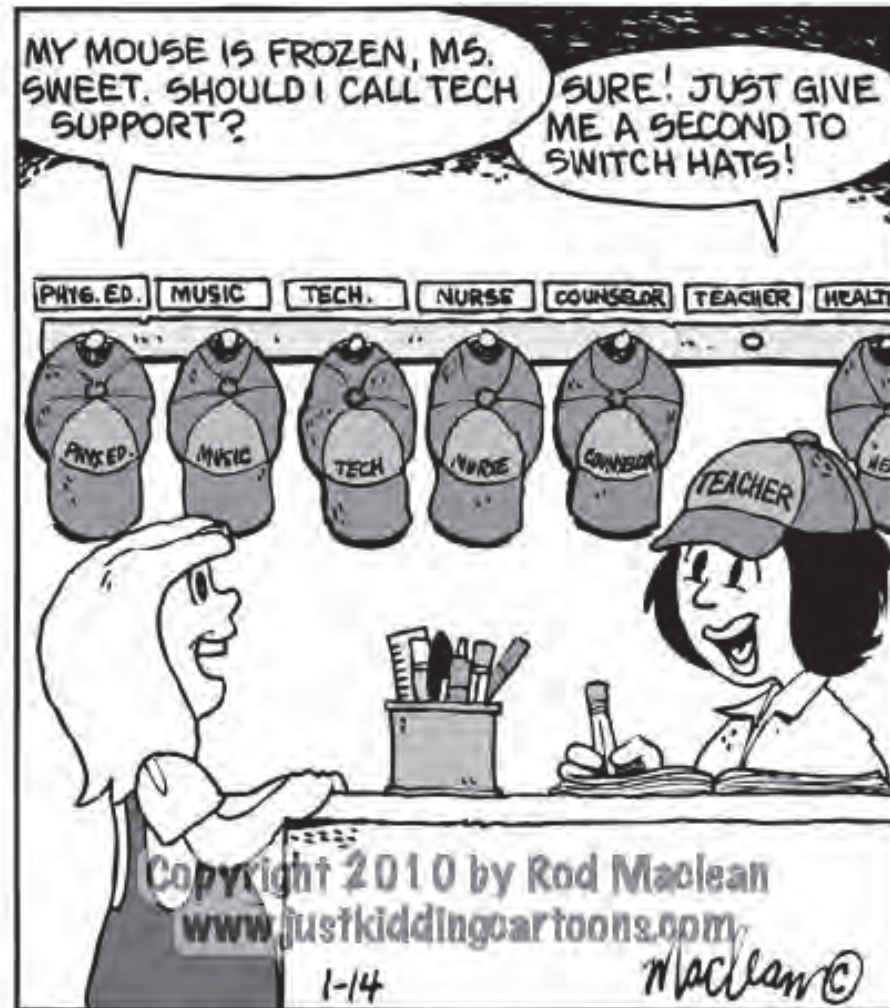
Our Purpose

Better Access to Care

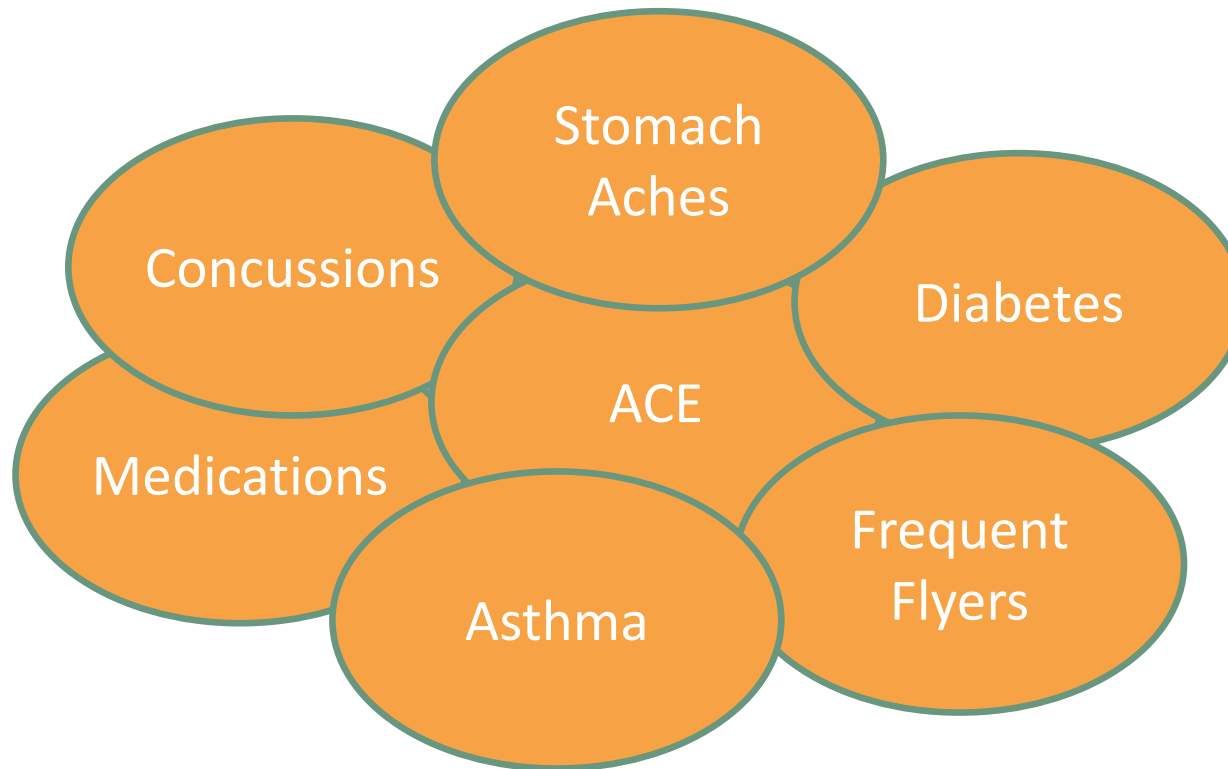**Better Care & Better Outcomes**

Lower Costs

Workforce Sustainability

eCARE eSchool Nurse

What Do Kids Come to School With?

What School Nurses Do

Keep students healthy so they can learn

Decrease absenteeism and assist with 504s and IEPs

Provide oversight for Unlicensed Assistive Personnel who are Medication Aid trained

School nurses allow educators to educate

Bridging the Healthcare Gap

The School Nurse is the <u>ONLY</u> healthcare provider that some children may see.

Why eSchool Nurse

Technology

Utilization of technology provides both audio and video connections

Personnel

Avera eSchool Nurse provides the personnel help to make sure your students are taken care of

Training

Training for all staff helps to make sure that staff are up-to date on the uses of our technology and services

Services

The scope of our services can help you to take the best care of your students

Technology

The technology included in the eSchool Nurse set-up is:

- Mobile computer with webcam
- Standard support plan
- 4 port USB hub
- Keyboard
- Mouse
- Speaker
- Cart
- Otoscope

Technology

USB Stethoscope & Headphones

Technology

USB Otoscope

Technology

Logitech Webcam

Scope of Service

eSchool Nurse

- Provide care for students with unscheduled health needs (first aid, injury, illness, health conditions with as needed cares such as asthma, diabetes)
- Refer students to their health care provider
- Assist with 504 plans and IEPs
- Provide care for students with known conditions like diabetes, and asthma in which a nurse's involvement is needed. (could be a daily call at a specific time)
- Case management- parent contacts, nursing cares to be provided at school, mental health needs, connecting families with resources for health needs
- Provide medication oversight for certified Medication Aides in school

Unlicensed Assistive Personnel (UAP)

- Be primary presenter of children via phone or video interaction
- Screen students and follow building protocol to get appropriate consultation
- Medication aide trained

Two Nursing Models

Primary School Nursing

- Aimed at schools with at least one full-time school nurse

- Virtual School Nurse can provide back-up urgent care coverage for existing school nurse when they are not in the building

Proven to Flow

Nurse Extender Services

- Aimed at schools who only have the most basic school nursing services and less frequent coverage

- Virtual school nurse could provide urgent care plus other services

Needs Piloting

Notable Stories

- A child had a hard head bump at school and later the family member expressed concern to the principal that no nurse was available to assess them when they were hurt. They were able to tell them that an eNurse assessed them and monitored them after the fall. BIG FAMILY SATISFIER!

- We recently had to remove a computer for it to be worked on for most of a school day. The clerical staff mentioned how very much she realized at that moment that she likes having the opportunity to call the eNurse when she needs it.

Notable Stories

- A child was injured at school. The eNurse suspected that the students arm may be fractured. When the parent came to pick them up the eNurse had a video visit with the family member to discuss her assessment and strongly recommend a visit to the MD. The child's arm was later found to be fractured.

- A child had complained of an ear ache, but then stopped complaining. After a few days the child seemed to be having a hearing problem. Went on camera and was found to have a perforated ear drum. Parent was notified and taken to MD.

eSchool Nurse Statistics

Description	Program To-Date (March 2015)	% of Total eNurse Visits
eNurse Video Visits	920	
Total Student Population	3143	
eRN calls per 100 student days	235.16	
TotalDays of Service	367	
eNurse Video Visits which are "Managed" care	279	30.3%
eNurse Video Visits which are "Urgent" care	640	69.6%
eNurse Video visits relating to **Ear** complaints	74	8.04%
eNurse Video visits relating to **Asthma** complaints	4	0.43%
eNurse Video vists relating to **Diabetic Care**	266	28.91%
eNurse Video vists relating to **Rashes**	57	6.20%
eNurse Video visits which utilized the **Stethoscope**	7	0.76%
eNurse Video visits which utilized the **Otoscope**	55	5.98%

eRN Disposition

Row Labels	2016 Jan	Feb	Mar	Apr	May	Jun	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	Apr	May	Grand Total
Home	3	1		3	8		4	4	2	1	4	1	2	8	4	45
Home/Medical Referral		1		1	2		2	1			1		1			9
Stay In School	19	22	5	23	44	2	21	20	18	19	39	34	23	29	30	348
NULL					1	1							3			5
Grand Total	22	24	5	27	55	3	27	25	20	20	44	35	26	40	34	407

Initial Pilot Statistics

- Served 3391 students at 9 schools
- 9/9 Pilot schools had video visits during the pilot period
- 817 Video visits occurred

- 33.8% of eNnurse care is Managed Care with a health plan in place
- 66.2% of care is unplanned or urgent
- eNurse visit disposition results in students return to class in 97% of cases

Initial pilot took place from February 20 – March 1, 2017

Cost Details

- 100% Grant covered equipment and installation expense

- A grant stipend for any upgrades or additional expenses related to the connectivity/broadband required to host video consultation

- Grant will pay up to $500 for medication training for unlicensed assistive personnel

- Significantly reduced per student fees, through federal grant

eCARE eSchool Nurse

Questions

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